

# MEDICARE EXPLORER BY KAISER PERMANENTE



Travel with peace of mind knowing that Kaiser Permanente Medicare Advantage (HMO-POS) plans include Medicare Explorer,<sup>1</sup> a \$1,200 annual allowance for out-of-area routine and continuing care. Your allowance could be used for office visits, labs, X-rays, physical therapy, outpatient behavioral health care, and more. Check out the table on the right for a list of services you can access while traveling—along with their low and predictable costs.

## Provider network

For a better experience, see any provider that accepts Medicare. You do not need a referral or preauthorization for covered services. To find a provider that accepts Medicare, visit **medicare.gov**. The Medicare Explorer allowance can only be used in the United States and its territories and outside of Kaiser Permanente service areas, which include all or parts of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, DC, and Washington State. To confirm that the area where you are traveling is covered by this benefit, call Member Services at **1-888-777-5536** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week.

Covered service		Copay
 Preventive care (per visit)		\$0
 Primary care (per office visit)		\$25
 Specialty care (per office visit)		\$50
 Labs		\$10
 X-rays		\$25
 Physical therapy		\$50
 Behavioral health care	• Individual (per visit)	\$25
	• Group (per visit)	\$15
 Part B clinically administered drugs <sup>2</sup>		20% of provider charges

For additional details, view the *Evidence of Coverage* at [kp.org/eocmasma](https://kp.org/eocmasma).



## We've got you covered

Our Medicare health plans already include many services that you can use outside of the service area. You don't need to use the Medicare Explorer allowance for the services listed below—you're already covered.

### Urgent and emergency care

You are covered worldwide for urgent and emergency care when you join a Kaiser Permanente Medicare Advantage plan. Go to the nearest urgent care or emergency facility, including MinuteClinic® and Concentra Urgent Care<sup>3</sup> locations outside of states where Kaiser Permanente operates.

### Email your Kaiser Permanente doctor

Our members can connect with their Kaiser Permanente doctor by email for nonurgent questions. Simply register for an account on [kp.org](https://kp.org).

### Medical advice by phone

When you need medical advice or are unsure whether you need urgent care, you'll have access to advice 24 hours a day, 7 days a week.

### Care in other Kaiser Permanente service areas

You can get most of the same services you would in your home area when visiting another Kaiser Permanente service area. You can get these services if they're provided or referred by a Kaiser Permanente doctor in the area you're visiting. Please call Member Services or our Away from Home Travel Line at **1-951-268-3900 (TTY 711)**, 24 hours a day, 7 days a week, except holidays, for more information about getting care when visiting another Kaiser Permanente service area, which includes all or parts of California, Colorado, Georgia, Hawaii, Oregon, and Washington State. See your *Evidence of Coverage* for more details.

**To learn more about Kaiser Permanente Medicare Advantage plans, visit [kp.org/medicare](https://kp.org/medicare) or call 1-866-973-4584 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.**

Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

<sup>1</sup> Members are responsible for any charged amounts for covered services that exceed the annual allowance maximum of \$1,200. Coverage limited to within the United States and its territories. Not available with Kaiser Permanente Medicare Advantage Care Plus (HMO-POS), Kaiser Permanente Medicare Advantage Value Baltimore (HMO), Kaiser Permanente Medicare Advantage Value MD (HMO), and Kaiser Permanente Medicare Advantage Liberty (HMO) plans.

<sup>2</sup> Only covered in the course of an office visit.

<sup>3</sup> If you get care at a MinuteClinic® or Concentra Urgent Care in states without Kaiser Permanente, you'll be charged your standard copay or coinsurance. If you get urgent care at a MinuteClinic®, Concentra Urgent Care, or any other urgent care facility in a state with Kaiser Permanente providers, you'll be asked to pay upfront for services you receive and will need to file a claim for reimbursement.